

Desktop Logon



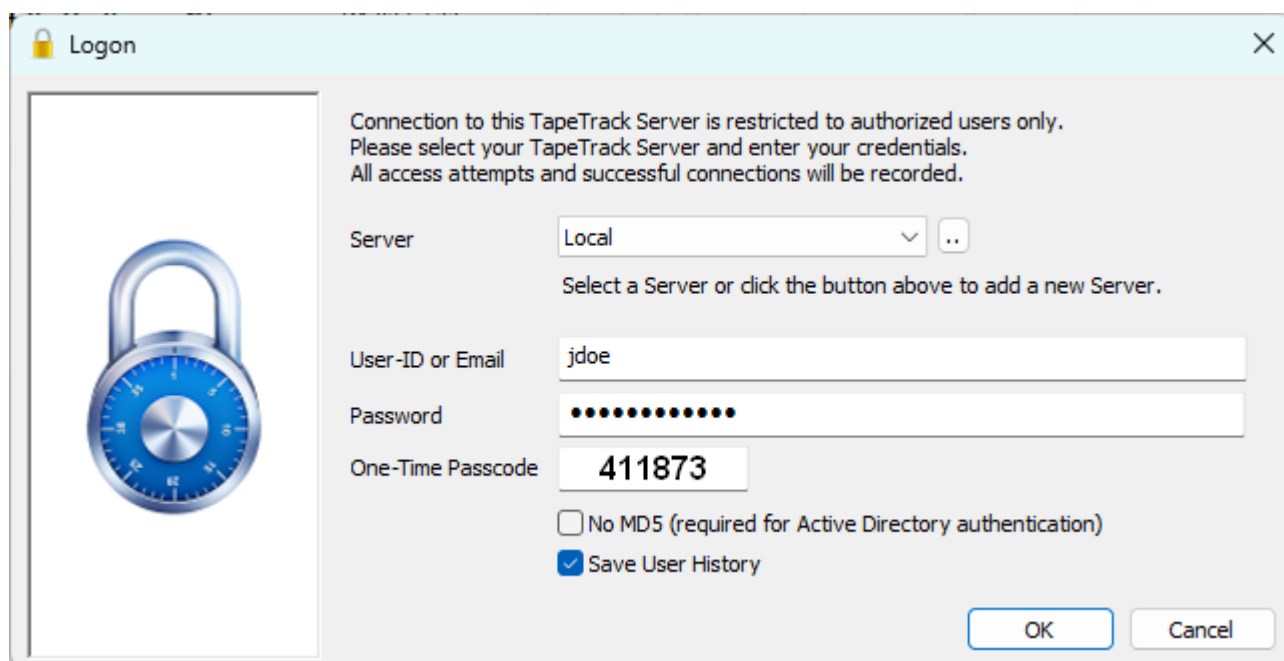
All user and server details shown are examples only. You will need to insert your own values in order to make a successful connection to your server.

To Logon from your desktop, select your server from the drop-down menu.

Enter your [User-ID](#) and [Password](#).

Check No MD5 if using Active Domain Integration.

Click OK to login.

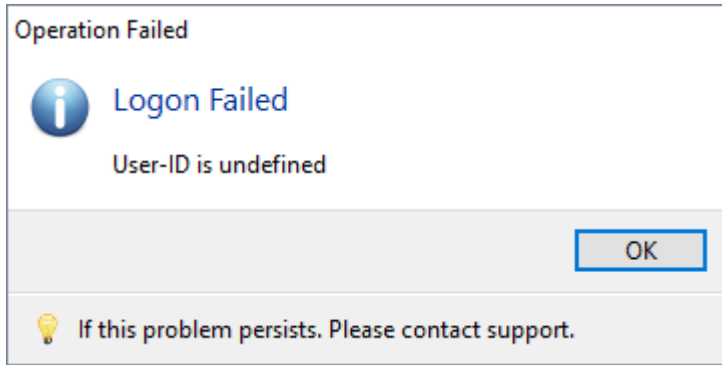


Login Errors

For troubleshooting login errors see [Troubleshooter Login](#)

Incorrect User-ID

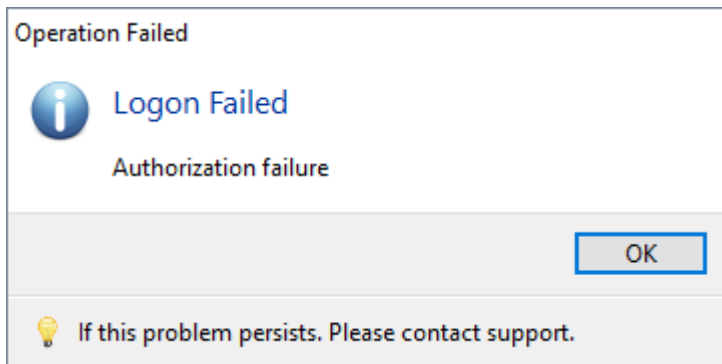
If you enter an incorrect [User-ID](#) you will see a popup displaying **User-ID is undefined**. Check to make sure your [User-ID](#) (or email if associated with your [User-ID](#)) is correct before logging in.



Incorrect Password

If you enter an incorrect [password](#) you will see a popup displaying **Logon Failed**. Ensure your password is typed in correctly.

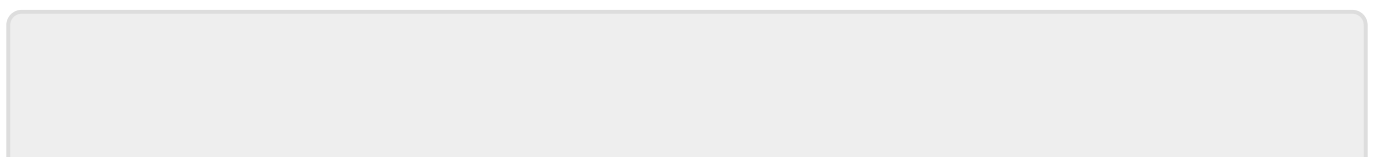
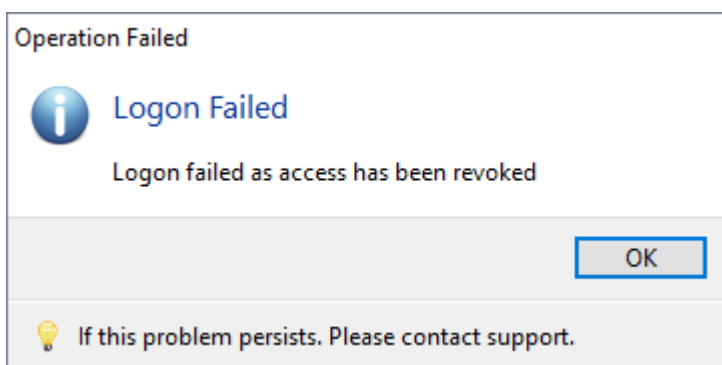
If using Active Domain Integration, ensure **NO MD5** is checked.



Access Revoked

After 4 successive incorrect logins, [User](#) access will be revoked as a security measure.

To reactivate access your administrator will need to reset your password.



From:

<https://rtfm.tapetrack.com/> - **TapeTrack Documentation**

Permanent link:

https://rtfm.tapetrack.com/desktop/logon_window?rev=1599438753

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